

ZOOM HELPFUL HINTS AND INSTRUCTIONS FOR FAMILIES

How to Access Virtual ZOOM Visits

1. On any “smart” device, go to the App Store and download the free ZOOM app
2. After downloading ZOOM, create a ZOOM account (click “sign up”)
3. Exit the ZOOM app and go to your personal email
4. Create a new message to : RA-CRLAUZOOMSCHD@ PA.GOV
5. In the message, include as follows:
 - Visitor Name(s)
 - Visitor Address
 - Visitor DOB
 - Visitor Phone Number
 - Scheduler’s email address
 - Inmate Name
 - Inmate Number
 - Requested Date
 - Requested Time Slot (**TIP MUST indicate a 4 hour time slot between 0830-3:30pm)
6. Send the email and wait for response (**TIP could take up to two days)
(**TIP if your requested visit date/time is denied, redo steps 4 ad 5 with different selection)
7. If your requested date and time are accepted, you will receive a ZOOM invite confirmation email
8. On the requested date and time (**TIP several minutes before) do the following:
 - open the ZOOM app
 - Click “Sign In:
 - Click the blue “Join” button
 - Enter the 11 digit meeting ID number (**TIP the meeting ID is found in the ZOOM invite confirmation email)
 - After entering the number, click the blue “Join” button
 - After joining, click “join with video” OR “join without video”
 - Wait for the facility to join the visit (**TIP PLEASE BE PATIENT AS THERE ARE OTHERS VISITS PRIOR TO YOUR VISIT BEGINNING).